



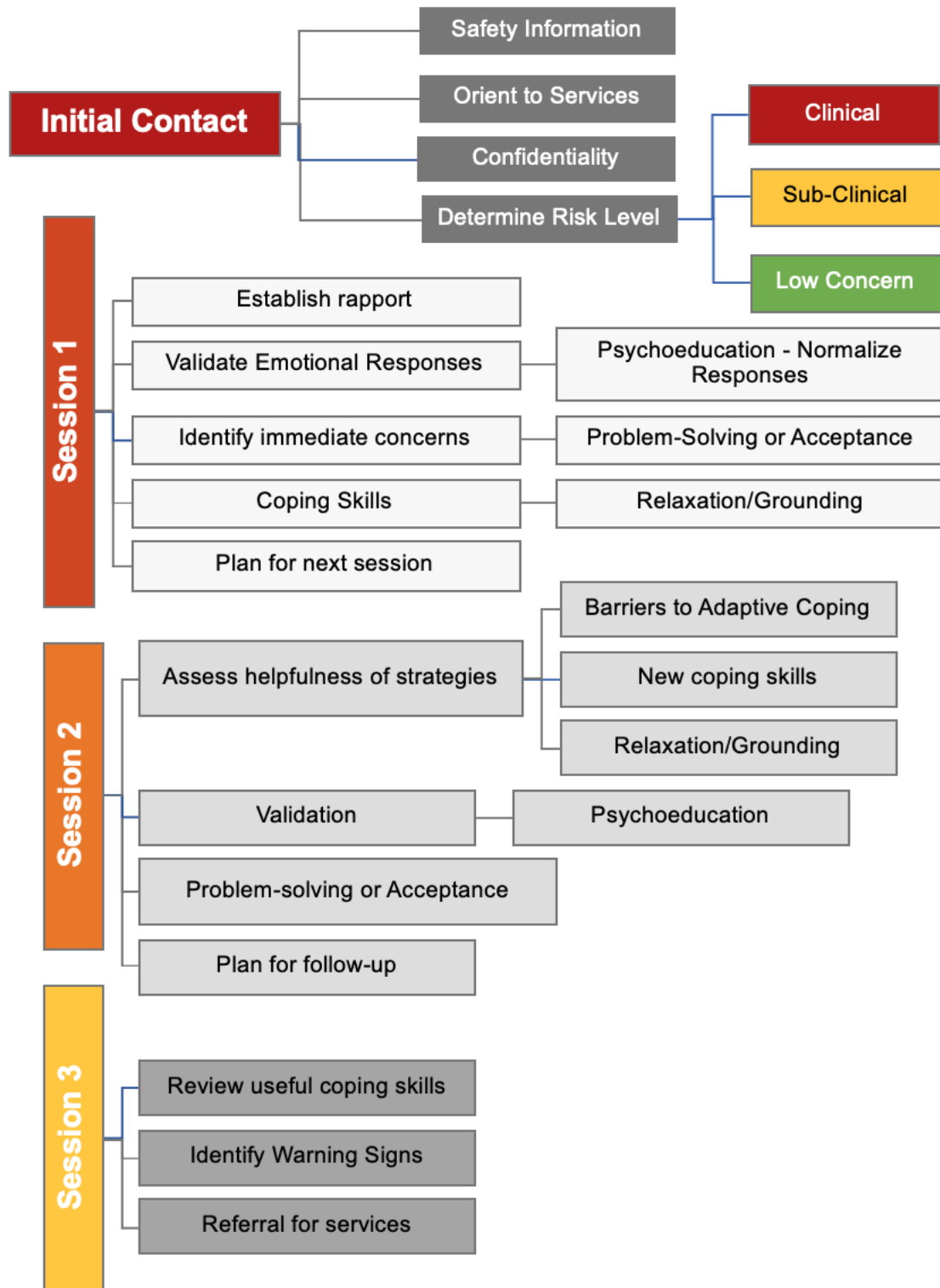
CLINICIAN MANUAL

Crisis Counseling

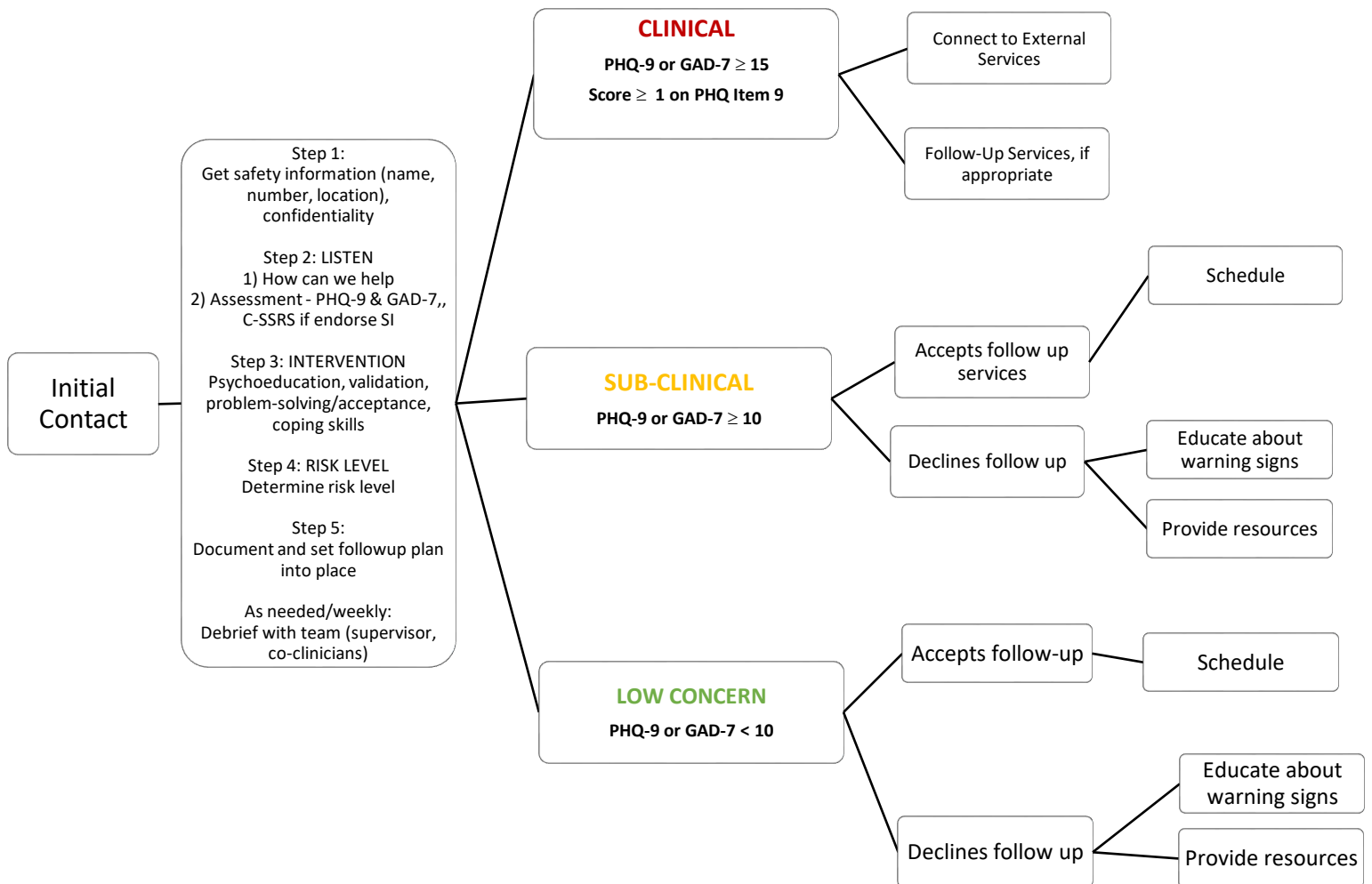
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Crisis Counseling Flow Chart



Determining Risk Level



Initial Session Guidelines

Introduction (refer to Clinician Checklist)

- Introduce yourself
- Identify caller's name, best contact number and current location
- Discuss confidentiality
- Inquire about what the caller is hoping to get from our services

"This call is intended to offer support and brief stress management skills to support you during this time"

Measures

PHQ-9 & GAD-7

Record Scores on *Clinician Checklist*

Psychoeducation

- Provide psychoeducation about coping to reduce distress and promote adaptive functioning
- Praise/reinforce any adaptive coping you heard the caller reference

This is an ongoing, challenging time and if at any point you start to notice (continued) crying spells, bursts of anger, difficulty eating/sleeping, loss of interest in things you previously enjoyed, increased physical symptoms, feelings of guilt or hopelessness, or any other significant changes that last more than 2 weeks, it may be a sign to reach out for additional assistance. I am going to provide you with a list of resources that you can reference.

Listen & Validate

- Respond to healthcare provider in a non-intrusive, compassionate, non-judgmental manner

**Open Ended
Questions**

**Affirm Strengths
and Resilience**

**Reflective
Listening**

"Help me understand what this has been like for you"
 "I appreciate you reaching out to this call line"
 "You clearly are in tune with your emotional state"
 "It sounds like you____" "Did I understand correctly that____?"

Relaxation & Grounding

- Calm emotionally overwhelmed or disoriented callers, utilize **relaxation and grounding strategies** in the moment

"It is understandable to feel incredibly overwhelmed. If it is okay with you, I'd like to engage in a 1-minute grounding (or relaxation) exercise to help reduce your immediate distress"

Suggested Activities

Paced Breathing

Grounding Using
Senses

Progressive Muscle
Relaxation

Current Concerns

- Listen and identify immediate needs or concerns, gather info, help identify urgent needs and prioritize how to address them

Would it be more helpful for us to problem-solve some of the challenges that are in your control?

Would it be helpful to learn strategies to tolerate the distress associated with the stressors that are beyond your control?

Psychoeducation

- Normalize responses
- When an individual experiences a stressful life event, there are a variety of reactions, all of which are common reactions to difficult situations.
- Highlight ongoing nature of current situation
- These reactions to heightened stress are typically temporary, and can include (discuss what is applicable):
 - Feeling physically and mentally drained
 - Difficulty concentrating or making decisions
 - Becoming easily frustrated or irritated
 - Arguing more with family and friends
 - Feeling sad, numb lonely or worried
 - Changes in eating/sleep

Problem-Solving

- Tailor based on identified problem
- Define the problem
- List potential solutions
- Develop action plan

Schedule
pleasurable
activities

Seek social
support

Refer to NYP
Resources

Acceptance-Based Strategies

- Identifying and recognizing what is and what is not in your control
- Acknowledge and validate your own thoughts and feelings
- Notice physical sensations
- Develop helpful mantra or thought

**Mindfulness
Exercises**

**Helpful
Mantra/Thought**

Self-Validation

Coping Skills

- Encourage providers to use their own positive coping strategies, while avoiding negative strategies.

“When you have experienced something challenging in the past, how have you been able to cope?”

“Let’s discuss how we can apply those strategies to this current situation and we can always come up with new strategies, if needed.”

If caller is unable to identify coping skills, prompt:

“How do you typically care for yourself physically? Socially? Spiritually?”

“Let’s see what we can replicate now.”

“What values are most important to you?”

“Let’s put our heads together to see how we can access those.”

Wrap Up

- Summarize session
- Elicit feedback about perceived helpfulness
- Determine Risk Level using C-SSRS
 - **Low Concern (PHQ-9 or GAD-7 < 10):**
 - Inquire if they would like to schedule Follow-Up
 - Provide resources if worsening of symptoms
 - **Sub-Clinical (PHQ-9 or GAD-7 ≥ 10)**
 - Inquire if they would like to schedule Follow-Up
 - Provide resources if worsening of symptoms
 - **Clinical (PHQ-9 or GAD-7 ≥ 15)**
 - Connect to external resources

For Follow-Up Sessions

“Thank you again for calling this line. We are recommending 3 additional phone sessions, so we can follow up on how these strategies have been working for you, and provide continued support for ongoing challenges. I or someone from our team will contact you on this number in X weeks”

Follow-Up Session 1

Introduction (refer to Clinician Checklist)

- Re-introduce yourself
- Identify caller's name, best contact number and current location

"Is now an ok time to re-connect to discuss how things are going?"

Measures

PHQ-4, Reassess Risk Level
Record Scores on *Clinician Checklist*

Assess Utility and Helpfulness of Previous Strategies

During our last call, you mentioned feeling most stressed about _____. (or you mentioned feeling _____). We discussed using ____ to tolerate this distress (or problem solve). How has that been going?

Discuss Barriers & Validate

- Respond to healthcare provider in a non-intrusive, compassionate, non-judgmental manner

Open Ended
Questions

Affirm Strengths
and Resilience

Reflective
Listening

"It sounds like your situation continues to be very challenging/stressful, and that there are some real barriers to _____.

"Let's brainstorm how to fit these techniques into your life despite these real barriers. We can also include some new strategies. Another strategy we can try is _____.

Current Concerns

- Listen and identify immediate needs or concerns, gather info, help identify urgent needs and prioritize how to address them

It sounds like there are multiple stressors going on right now. Which would be most helpful to address today?

Problem-Solving

- Tailor based on identified problem
- Define the problem
- List potential solutions
- Develop action plan

Acceptance-Based Strategies

- Identifying and recognizing what is and what is not in your control
- Acknowledge and validate your own thoughts and feelings
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**Mindfulness
Exercises**

**Helpful
Mantra/Thought**

Self-Validation

Psychoeducation

- Provide psychoeducation about coping to reduce distress and promote adaptive functioning
- Praise/reinforce any adaptive coping you heard the caller reference

I am so glad to hear that you were able to make time to speak to a friend”
or “I am so glad you took the time for this call”

“The stress you are experiencing is understandable given the challenging situation you are/were in. Continuing to utilize these skills and strategies can help to reduce distress in the moment and over time.”

Wrap Up

- Summarize session
- Elicit feedback about perceived helpfulness
- Schedule next session, if applicable

For Follow-Up Sessions

“Thank you again for calling this line. We are recommending 2 additional phone sessions, so we can follow up on how these strategies have been working for you, and provide continued support for ongoing challenges. I will contact you on this number in X weeks”

Follow-Up Session 2

Introduction (refer to Clinician Checklist)

- Re-introduce yourself
- Identify caller's name, best contact number and current location

"Is now an ok time to re-connect to discuss how things are going?"

Measures

PHQ-4, Reassess Risk Level
Record Scores on *Clinician Checklist*

Assess Utility and Helpfulness of Previous Strategies

During our last call, you mentioned feeling most stressed about _____. (or you mentioned feeling _____). We discussed using _____ to tolerate this distress (or problem solve). How has that been going?

Discuss Barriers & Validate

- Respond to healthcare provider in a non-intrusive, compassionate, non-judgmental manner

Open Ended
Questions

Affirm Strengths
and Resilience

Reflective
Listening

"It sounds like your situation continues to be very challenging/stressful, and that there are some real barriers to _____.

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Wrap Up

- Summarize session
- Elicit feedback about perceived helpfulness
- Schedule next session, if applicable

For Follow-Up Sessions

“Thank you again for calling this line. We are recommending 2 additional phone sessions, so we can follow up on how these strategies have been working for you, and provide continued support for ongoing challenges. I will contact you on this number in X weeks”

Follow-Up Session 3

Introduction (refer to Clinician Checklist)

- Re-introduce yourself
- Identify caller's name, best contact number and current location

"Is now an ok time to re-connect to discuss how things are going?"

Measures

PHQ-9 & GAD-7

Record Scores on *Clinician Checklist*

Assess Utility and Helpfulness of Previous Strategies

During our last call, you mentioned feeling most stressed about _____. (or you mentioned feeling _____. We discussed using ____ to tolerate this distress (or problem solve). How has that been going?

Discuss Barriers & Validate

- Respond to healthcare provider in a non-intrusive, compassionate, non-judgmental manner

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**Mindfulness
Exercises**

**Helpful
Mantra/Thought**

Self-Validation

Psychoeducation

- Provide psychoeducation about coping to reduce distress and promote adaptive functioning
- Praise/reinforce any adaptive coping you heard the caller reference

While many people notice a reduction in anxiety and stress with the use of the skills we spoke about, others find that their stress does not go away as quickly as they would like, or notice that it influences relationships with family, friends, and others. If you notice (continued) crying spells, bursts of anger, difficulty eating/sleeping, loss of interest in things you previously enjoyed, increased physical symptoms, feelings of guilt or hopelessness, or any other significant changes that last more than 2 weeks, it may be a sign to reach out for additional assistance.

Wrap Up

- Summarize session
- Elicit feedback about perceived helpfulness
- Provide resources, if applicable

Adapted from: [National Child Trauma Stress Network](#)

